

Applications of ICT in Libraries

Higher National Unit DP5G 34 Supporting Clients in the Safe and Legal Use of ICT

Pre-Course Questionnaire

The unit Supporting Clients in the Safe and Legal Use of ICT is to develop skills in public library staff required to support clients so that they can use ICT safely for a range of purposes and within the current legislative framework.

Candidate Name	
Contact Details	
Date	

Outcome 1

Show clients safe practice in using ICT for communication

This outcome relates to supporting clients to use ICT safely, within current legislation, for communication. You should be able to establish clients' current ICT skills. Clients should already possess basic ICT skills. You should also establish the client's communication needs, eg for personal or work-related correspondence, in order to assist in the selection of a suitable e-mail service.

For this outcome you are expected to have an in-depth knowledge of electronic mail including:

- ◆ local e-mail software, systems and protocols
- ◆ the structure of e-mail addresses
- ◆ tracking e-mail messages - delivered, read etc
- ◆ using importance flags
- ◆ changing setting for preferred presentation

This Outcome is basically a list of ICT skills. You are not only expected to possess all these skills but also required to be able to assist clients with these topics.

A. Setting up web-based e-mail accounts for clients

Factors: Establishing the client's communication needs setting up a web based e-mail account showing clients how to do this opening and closing the account.

Please rate your experience of setting up web-based e-mail accounts for clients.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

B. Sending and receiving e-mails

Factors: Awareness that using e-mail is a big step for the uninitiated showing clients how to create an new e-mail add content and send to a recipient open received e-mails respond to the message forward it to another recipient.

Please rate your experience of demonstrating to clients how to send and receive e-mails.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

C. Attaching files

Factors: Showing clients how to open attached files using virus checking saving attached files attaching own files brought to library on floppy disks, CDs or USB flash drives.

Please rate your experience of demonstrating to clients how to attach files.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

D. Using zip files

Factors: Reasons for zipping files file sizes downloading times showing clients how to zip and unzip files attaching zipped files to e-mails.

Please rate your experience of demonstrating to clients how to use zip files.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

E. Checking for viruses

Factors: Nature of computer viruses problems with viruses in e-mail attachments dangers of opening unrecognised e-mail messages or attachments advising clients to keep virus protection up to date on their home computers.

Please rate your experience of demonstrating to clients how to check for viruses.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

F. Managing e-mails

Factors: Managing e-mail by sorting it into folders automatically or on arrival creating folders archiving old messages and retrieving them at a later date.

Please rate your experience of demonstrating to clients how to manage e-mails.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

G. Reducing spam

Factors: Making clients aware of the concept of spam hoax, criminal and commercial spam spam blocking dangers of replying to spam phishing.

Please rate your experience of demonstrating to clients how to reduce spam.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

H. Practicing e-mail etiquette

Factors: Making client aware of "netiquette" properly describing purpose in the subject field using spell checking the concept and protocols of e-mail "threads" care in use of capital letters.

Please rate your experience of demonstrating to clients the principles of e-mail etiquette.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

I. E-Mailing multiple recipients

Factors: Showing clients how send e-mail to multiple recipients replying to all adding additional recipients forwarding files sending e-mails to multiple recipients without displaying the e-mail addresses of all recipients.

Please rate your experience of demonstrating to clients the principles of e-mailing to multiple recipients.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

J. Using chat rooms

Factors: Showing clients how to access chat rooms choosing suitable chat rooms problem of "grooming" advising clients as to how they can keep themselves safe.

Please rate your experience of demonstrating to clients the use of chat rooms.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

K. Using secure servers

Secure servers protect the local authority and public from potentially hostile breaches but they can impact on the client's use of the system.

Factors: Restrictions on computer software and settings at local level effect on special needs clients awareness of your library policy and effect upon functionality.

Please rate your experience and awareness of secure servers.

No experience	
Some experience	
Competent	

Tick one box and highlight any area in the factors where you lack experience.

L. Scanning images and saving to disk

Factors: Showing clients how to scan images saving to disk attaching and sending digital photographs as an e-mail problems with large file size of images methods of reduction of file size.

Please rate your experience of demonstrating to clients how to scan images and save them to disk.

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

In the box below, briefly relate an example of assisting a client with safe practice in ICT.

C. Using assistive technologies

Factors: Technology which helps to balance the difficulties encountered by some client groups motor impairment vision impairment software or keyboard adaptations for people whose first language is not English organisations to whom clients can be referred adaptive furniture available to help clients use ICT what is available within your library and library network to support clients who wish to use assistive technology.

Please rate your experience in the using assistive technologies with clients .

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

D. Changing software and keyboard settings

Factors: Simple adjustments to improve access for a client keyboard settings software settings enlargement of text or icons speed of mouse click.

Please rate your experience in changing software and keyboard settings for clients with special needs.

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

E. Using voice recognition and synthesis

Factors: Voice recognition software voice synthesis software

Please rate your experience in the use of voice recognition and synthesis software .

No experience	<input type="checkbox"/>
Some experience	<input type="checkbox"/>
Competent	<input type="checkbox"/>

Tick one box and highlight any area in the factors where you lack experience.

In the box below, briefly relate an example of giving ICT support to a client with special needs or with specific language requirements.

Outcome 3

Describe legislation relating to the use of ICT for storage, manipulation and access of information

This outcome relates to awareness of legislation about the use of ICT for storage, manipulation and access of information. This legislation has a significant impact on ICT in libraries and a sound working knowledge is required to ensure clients can use ICT safely and legally.

A. Data Protection legislation

Factors: Geographical coverage of the Data Protection Act obtaining personal data fairly and lawfully data that is collected and processed must be for specified explicit and legal purposes data held must be accurate, relevant and not excessive to those purposes personal data must be kept secure, up-to-date and not longer than actually necessary resource websites on data protection legislation government initiatives on privacy and data sharing led by the Department of Constitutional Affairs, which aim to increase the data which can be shared by public bodies.

Please rate your knowledge of data protection legislation .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

B. Copyright legislation

Factors: Copyright Designs and Patents Act 1988 purpose of copyright keeping up to date with regular revisions of copyright legislation Internet offers increased opportunities for infringement especially with music files and still and moving images Digital Rights Management digital watermarking digital fingerprinting knowledge of what is permissible the responsibilities of library staff.

Please rate your knowledge of copyright legislation .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

C. Intellectual Property Rights

The growth of Internet use and ease with which files and ideas can be transferred across continents has led to tighter regulation of and concern for intellectual property rights.

Factors: Rights of the thought process and intellectual creativity which developed work intellectual property rights issues UK position in law four main types of intangible property - patents, trademarks, copyrights and trade secrets.

Please rate your knowledge of intellectual property rights legislation .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

Outcome 4

Describe Freedom of Information legislation and information access issues

This outcome relates to an awareness of freedom of information legislation (FOI) and information access issues. The FOI legislation provides a right of access to the information of public bodies by individuals. Information can be in print, electronic, video or audio format .

A. Freedom of Information legislation

Note that the Scottish legislation on Freedom of Information differs from that of the rest of the UK.

Factors: Freedom of Information Act Information Commissioners rights of access to the information of public bodies by individuals publication schemes general right of access exemptions making complaints.

Please rate your knowledge of freedom of information legislation .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

B. Acceptable Use Policies

Factors: Purpose of acceptable use policy managing access to ICT equipment and Internet access in public libraries reviewing acceptable use policy on a regular basis to ensure that it complies with current legislation monitoring Internet access using manual and electronic resources keeping records of Internet access actions and penalties resulting from contravention of the AUP providing the police with information.

Please rate your knowledge of acceptable use policy .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

C. Content filtering

Factors: Preventing clients' access to unsuitable material software filtering vigilance and common sense measures by library staff local filtering policies your own responsibilities, "walled garden" for younger clients.

Please rate your knowledge of content filtering .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

D. Internet safety with younger clients

Factors: Varying levels of content filtering for different groups of users younger users require more restricted access serious risks to younger clients involves the possibility of someone being hurt, exploited or abused as a result of personal information being posted online or falling victim to "grooming" younger client resource websites.

Please rate your knowledge internet safety with younger clients.

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.

List an Internet safety resource website here:

E. Illegal material

Factors: Material exists on the Internet which it is a criminal offence to access illegal "off-line" means illegal "on-line" breaches in spite of filtering and acceptable use policies local procedures for dealing with breaches.

Please rate your knowledge of the regulations surrounding illegal material .

No knowledge	
Some knowledge	
Competent	

Tick one box and highlight any area in the factors where you lack knowledge.